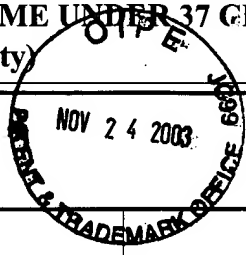


**PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a)**  
**(Large Entity)**

Docket No.  
6065-75339

In Re Application Of: **Darryl Hymel**



#12  
S. Sunda  
9/30/04

Serial No.  
09/505,318

Filing Date  
02/16/2000

Examiner  
Vu, Thong H.

Group Art Unit  
2142

Invention: **ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS**

**RECEIVED**

DEC 01 2003

Technology Center 2100

TO THE COMMISSIONER FOR PATENTS:

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the Office Action of June 5, 2003 above-identified application.  
*Date*

The requested extension is as follows (check time period desired):

☐ One month    ☐ Two months    ☒ Three months    ☐ Four months    ☐ Five months

from: September 5, 2003  
*Date*

until: December 5, 2003  
*Date*

The fee for the extension of time is **\$950** and is to be paid as follows:

- ☐ A check in the amount of the fee is enclosed.  
☒ The Director is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. **03-2470**  
☒ If an additional extension of time is required, please consider this a petition therefor and charge any additional fees which may be required to Deposit Account No. **03-2470**

*Signature*

**Jon P. Christensen**  
Reg. No. 34,137

Dated: **November 21, 2003**

11/26/2003 SSANDARA 00000004 032470 09505318

01 FC:1253 950.00 DA

I certify that this document and fee is being deposited on 11/21/2003 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*Signature of Person Mailing Correspondence*

**Abby Boone**

*Typed or Printed Name of Person Mailing Correspondence*

CC: